

Department of Licensing

Office Consolidation and Customer Service Improvement Plan

December 2, 2009

Liz Luce – Director

Alan Haight – Deputy Director

What have we done so far?

- ▶ Reduced biennium expenditure plan by \$4.16 million and 8 FTE.
- ▶ Consolidated 11 driver license offices
- ▶ Closed the vehicle service counter at our headquarters building
- ▶ Deployed 50 self-service stations
- ▶ Implemented mail-in driver license renewals
- ▶ Implemented Internet replacement driver licenses
- ▶ Debit/Credit pilot is being implemented
- ▶ Supercenters with extended hours



What's coming?

- ▶ Vehicle email notice of renewal – Dec. 13th
- ▶ New website homepage – Dec. 16th
- ▶ Internet driver records (abstracts) – Dec. 13th
- ▶ Internet driver license address change
- ▶ Driver Training School knowledge test pilot
- ▶ Internet drive-test scheduling
- ▶ Internet driver license pre-application
- ▶ Internet driver license reissues





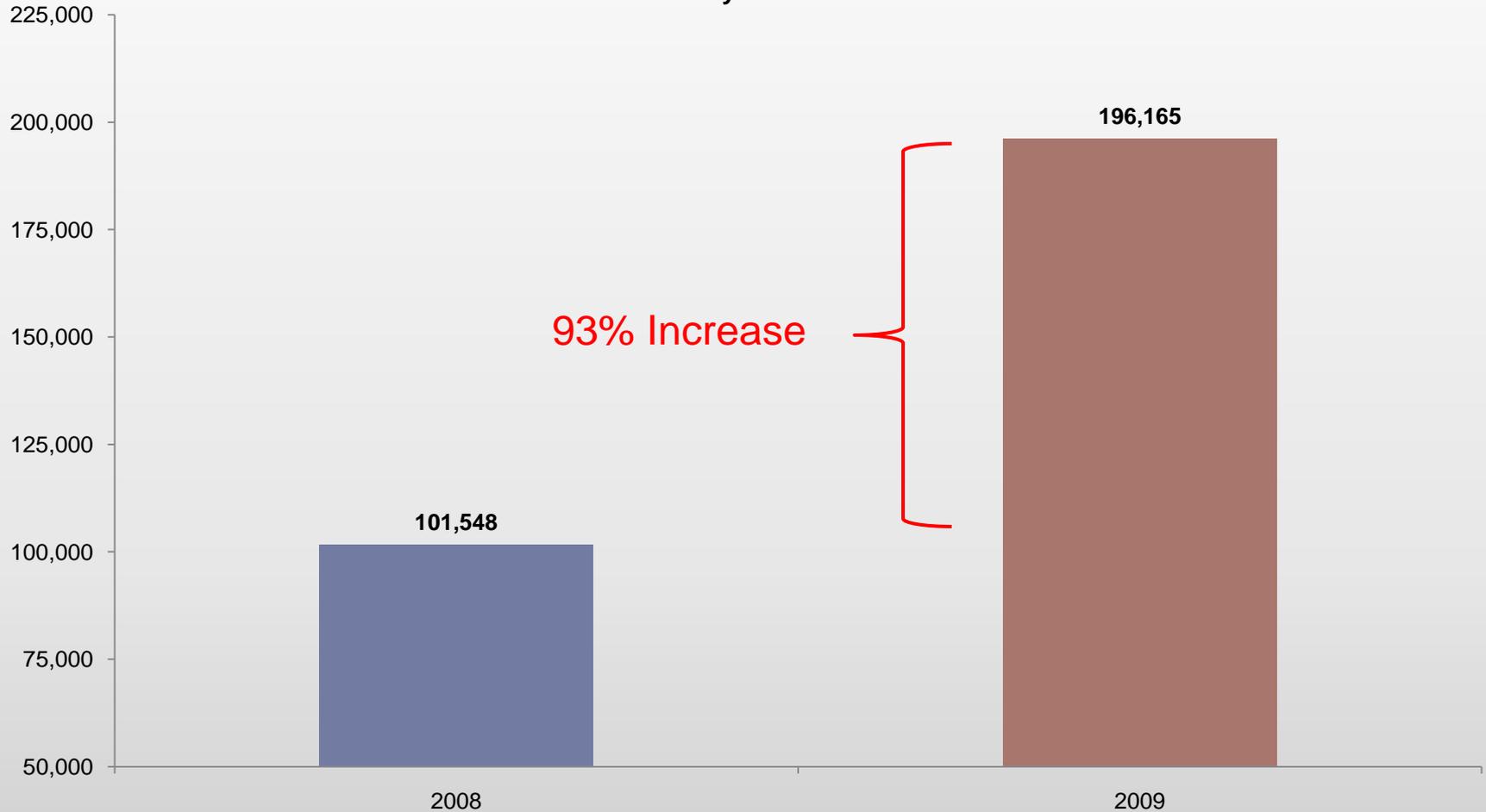
DOL Results



21st Century Government

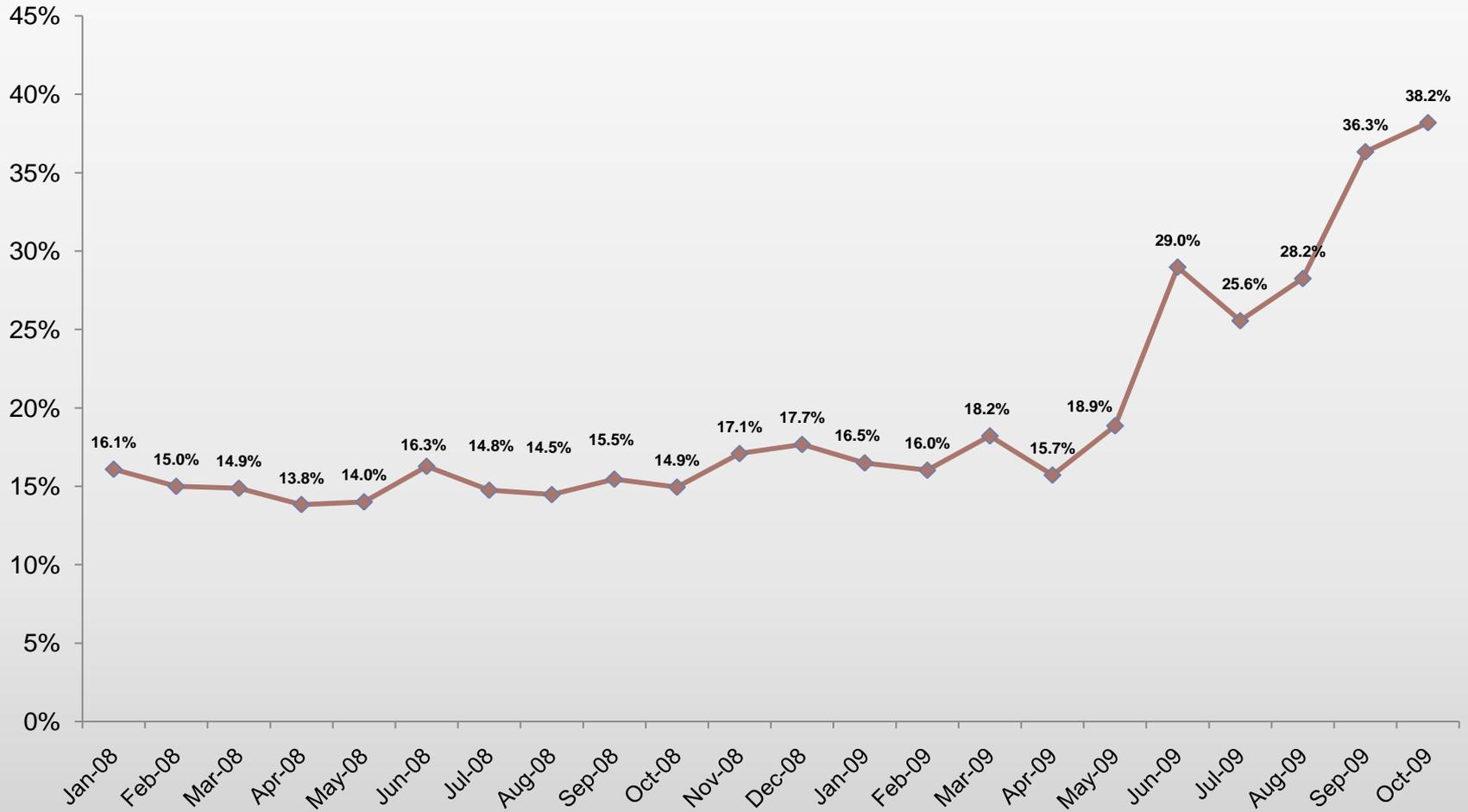
Results

Year to Date Non-Office Driver License Transactions January – October



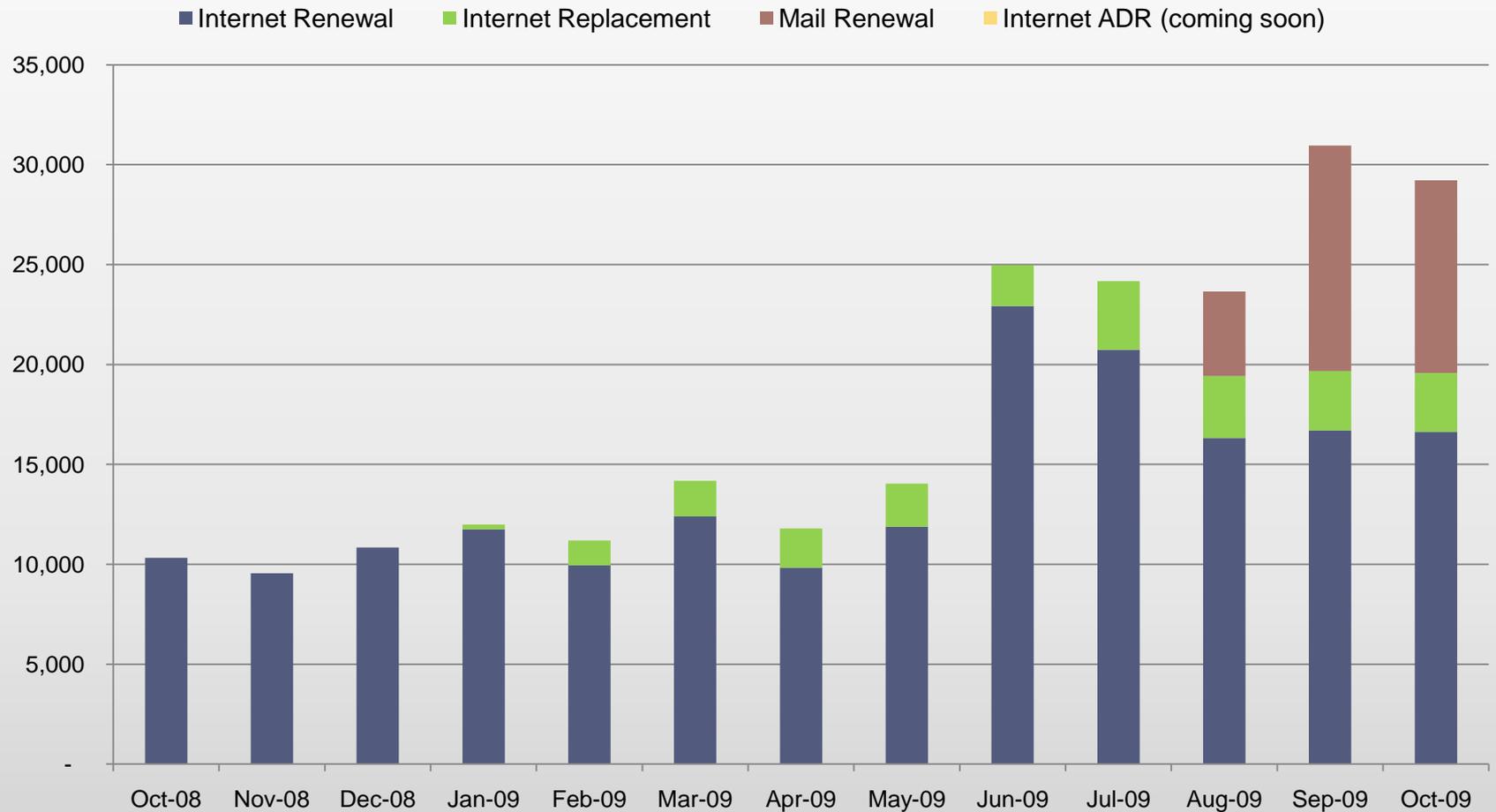
Expand Self-service Options

Percentage of all Non-Office Driver License Renewals



Expanding Self-service Options

Total Non-Office Driver License Transactions



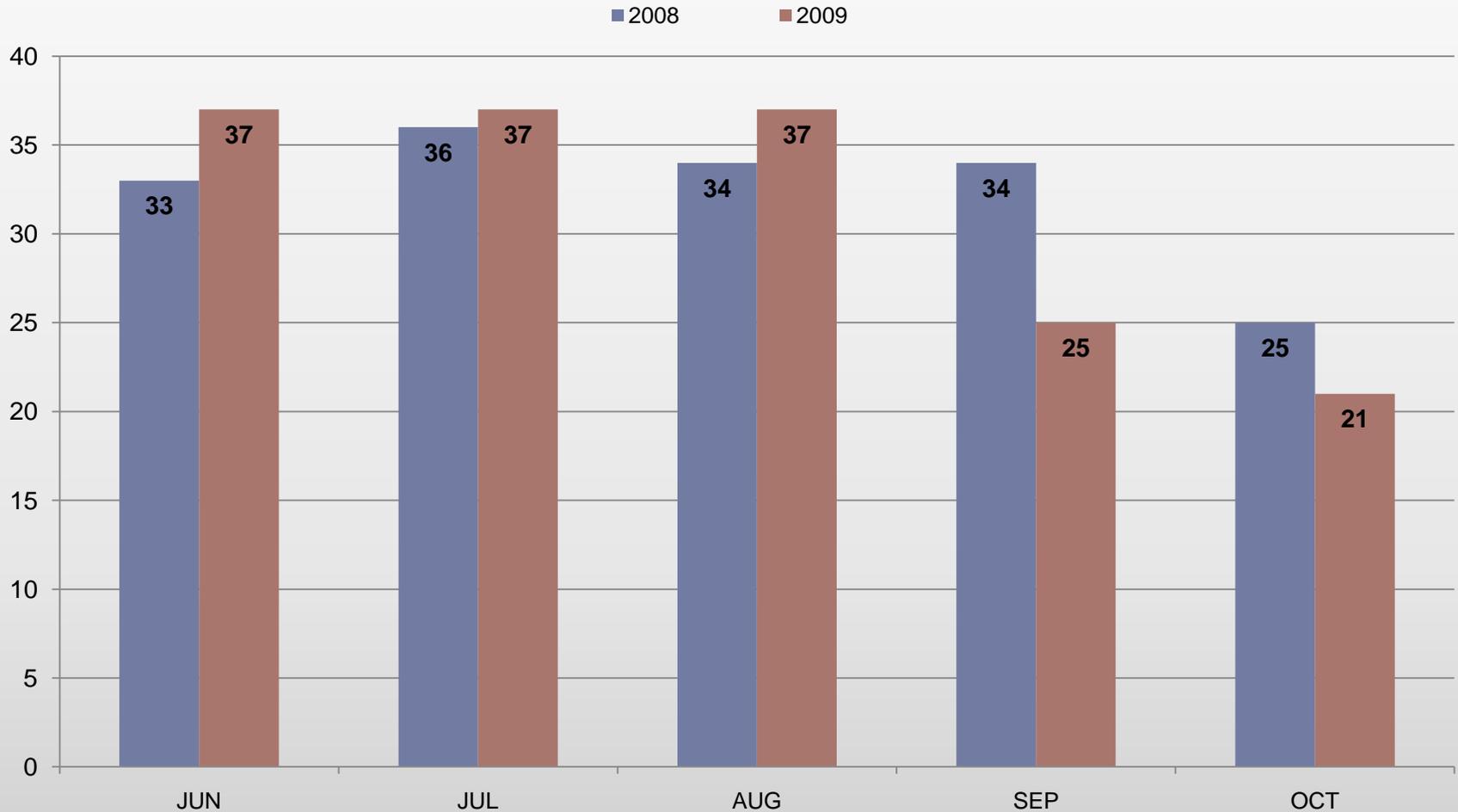
What Does 30,000 People Look Like?

The capacity of the B.C. Place Stadium



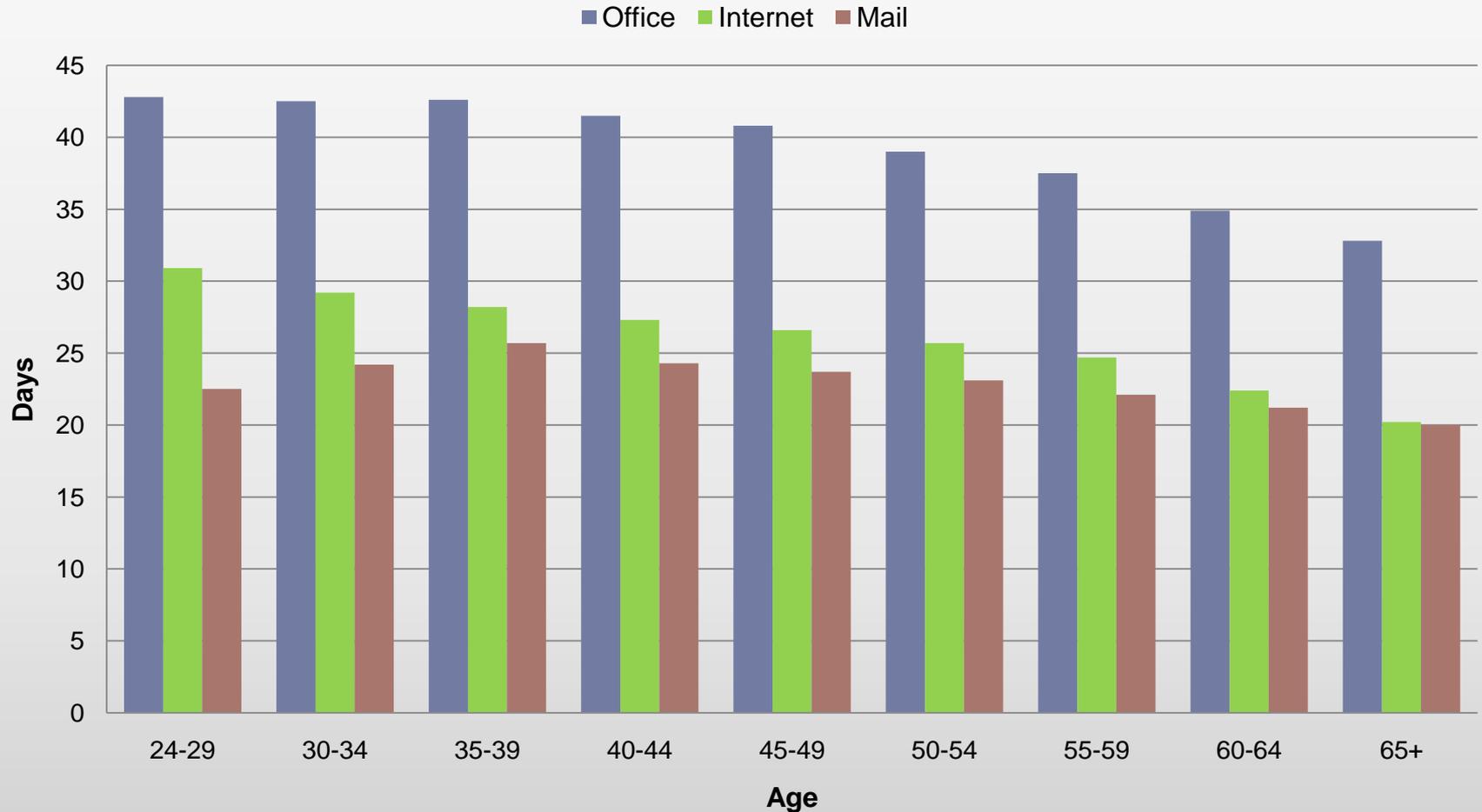
The Payoff

Statewide Average Wait Time Minutes



Unexpected Outcomes

Average Number of Days To Renew



Questions?

